

**POSITION DESCRIPTION**

<b>Position Title:</b>	Maintenance Supervisor		
<b>Reporting to:</b>	Delivery Manager		
<b>Direct reports: Indirect reports:</b>	0	<b>Location:</b>	Tāhuna- Queenstown
<b>Date created:</b>	01 July 2018	<b>Date last updated:</b>	26/05/2026

**About Us | Mō Mātou**

Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 700 kaimahi (employees).

**Towards 2030** is Citycare Property’s strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the “**High5**”. These five priorities provide clear direction on what will matter most in our business through to 2030. They enable Citycare Property to focus investment (time, money and resources), decision making, and action on a clearly defined strategy that is all-encompassing and interlinked in creating value for our shareholder, customers, employees and the wider community.

**Primary Focus | Te Arotahi Matua**

- Lead and coordinate planned maintenance activities to improve efficiency, reduce reactive work, and minimise unplanned downtime.
- Plan and coordinate maintenance delivery through the local subcontractor supply chain, ensuring resources are available to meet scheduled and reactive demand.
- Resource planning for undertaking the maintenance activities including proactive engagement with the local supply chain
- Ensuring that all repairs and maintenance activities are conducted in line with safety and quality standards and managing corrective actions promptly.
- Oversight of all maintenance activities to ensure Key performance Indicators are met and jobs are completed on time and in full.
- Ensuring that documentation and records are maintained, and maintenance data is captured with a high level of accuracy
- Identifying reliability improvements by analysing asset performance criteria to contribute to asset refresh capital planning.

**Your Team | Tō Kapa**


## Key Accountabilities | Ngā Kawenga Takohanga

<p><b>Contributing “Toward 2030” Strategy through the “High5” priorities</b></p>	<ul style="list-style-type: none"> <li>• Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities:             <ol style="list-style-type: none"> <li>1. We are for Social Infrastructure</li> <li>2. We are a Good Kiwi Company</li> <li>3. People and Their Safety are at the Heart of Everything We Do</li> <li>4. We deliver a World-Class Service</li> <li>5. We Build, Operate, Maintain, and Renew.</li> </ol> </li> </ul>
<p><b>Good Kiwi Company</b></p>	<ul style="list-style-type: none"> <li>• Leads the High5 priority of being a Good Kiwi Company and ensures that the business unit is honouring Te Tiriti o Waitangi and invested in thriving local communities and sustainable practices.</li> <li>• Adheres to all requirements for training and development in tikanga Māori, te reo Māori, Mātauranga Māori, and Te Tiriti o Waitangi to ensure that the cultural confidence of the business unit is aligned to Citycare Property’s expectations.</li> <li>• Leads the implementation of any sustainability and environment initiatives with the business unit.</li> <li>• Leverages the centralised support for community partnership activities and endeavours to make them fit for purpose, where appropriate.</li> </ul>
<p><b>Daily Task Management</b></p>	<ul style="list-style-type: none"> <li>• Understanding deliverables specification and basis of payment and contract KPIs</li> <li>• Quality and Health and Safety Management – Citycare Contractor Management KSE</li> <li>• Proactive planning – maximise efficiencies and deliverables at each site visit.</li> <li>• Point of contact for all subcontractor Planned and Reactive Maintenance Works</li> <li>• Lead, participate and manage delivery resources to meet contract and company compliance and targets.</li> <li>• Monitor PPM to ensure up to date / follow up with SUBC as required (dashboard for status)</li> <li>• Monitor status of ‘aged jobs’ (via dashboard) seek approval to extend as required.</li> <li>• Champion and drive innovative approach and cost saving alternatives to meet deliverables and demonstrate value for money.</li> <li>• Issue Permit to work as required</li> <li>• Actively manage level of WIP by maintaining up to date sign off.</li> <li>• Cost management</li> </ul>
<p><b>Relationships</b></p>	<ul style="list-style-type: none"> <li>• Focus on building and maintaining professional, respectful and positive relationship with current or potentially new clients, public, suppliers &amp; staff.</li> <li>• Actively promote customer focused approach to service.</li> <li>• Efficient and productive resource deployment to maximise output – communicate target /goals</li> <li>• Motivate, coach, develop and support resources to achieve efficiency and productivity gains.</li> <li>• Encourage ownership and high performance by providing regular feedback.</li> </ul>

	<ul style="list-style-type: none"> <li>• Interact with other teams across facilities Management and nationally to open up potential opportunity.</li> <li>• Manage and follow company process for all HR matters: recruitment, inductions, staff performance, competency and training requirements, subcontractor engagement and management.</li> <li>• Follow 'Delegated Authority – Operations' company policy for all financial tasks.</li> <li>• Promptly respond to any administrative queries to meet their deliverables.</li> <li>• Other duties as directed by the Delivery Manager.</li> </ul>
<b>Growth and Profitability</b>	<ul style="list-style-type: none"> <li>• Identify, drive and manage profitable revenue opportunities organically or new.</li> <li>• Understand and ensure contract specification and basis of payment are aligned correctly and accurately claimed.</li> <li>• Monitor supplier cost rates for accuracy and negotiation / review alternatives.</li> <li>• Identifies value for money opportunities</li> </ul>
<b>Innovation and Information Management</b>	<ul style="list-style-type: none"> <li>• Proactive to seeking alternatives and/ or improvements in deliverables</li> <li>• Accurate and on-time completion and maintenance of company process and contract specification information/documents/data: SUBC mgmt. Contract Data/Report specification, Toolbox meetings, Compliance.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Effectively communicate and collaborate with team members, sharing work updates, insights, and information to ensure everyone is aligned and informed.</li> <li>• Interact professionally with external stakeholders, clients, and partners, conveying work status, addressing inquiries, and maintaining positive relationships.</li> <li>• Create and maintain accurate documentation, reports, and records, ensuring that all relevant information is well-documented and easily accessible.</li> <li>• Proactively raises any risks or opportunities identified</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Ensures compliance with approved Citycare Property's policies, plans and programmes.</li> <li>• Undertakes all personal development and competency training to stay current and able to deliver the changing requirements of the role.</li> <li>• Undertakes all other duties as reasonable required from time to time</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Any other duties of a similar type required by the Employer.</li> <li>• From time to time, it may be necessary to consider changes to the key accountabilities of this position so that we are able to adapt to changes in our business environment.</li> </ul>

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## Health, Safety and Wellbeing | Te Whare Tapa Whā

<b>All kaimahi are responsible for and required to:</b>	<ul style="list-style-type: none"> <li>• Be personally responsible for your own and others' Health, Safety and Wellbeing at work.</li> <li>• Promote and participate in Health, Safety and Wellbeing, maintain a safe workplace, and ensure that all equipment is always used in a safe and correct way.</li> <li>• Be familiar with Health, Safety and Wellbeing procedures.</li> <li>• Always establish and insist upon safe methods and safe practices.</li> <li>• Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Refuse to do or permit work to continue if you deem it to be unsafe and notify relevant people accordingly.</li> </ul>
<b>All People leaders are personally accountable for:</b>	<ul style="list-style-type: none"> <li>• Managing the Health, Safety and Wellbeing performance of work areas over which they have control, ensuring all work is performed in a safe manner and in a safe environment.</li> <li>• Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace.</li> <li>• Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies.</li> <li>• Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.</li> <li>• Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.</li> </ul>

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### Key Relationships | Ngā Hononga Matua

<b>Internal</b>	<ul style="list-style-type: none"> <li>• All Citycare Property kaimahi including: <ul style="list-style-type: none"> <li>○ Chief Executive Officer.</li> <li>○ Executive Leadership Team.</li> <li>○ All Managers.</li> <li>○ Workforce planners</li> <li>○ Administrators.</li> </ul> </li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Subcontractors and material suppliers.</li> <li>• Clients.</li> <li>• General Public.</li> <li>• Specialist external consultancies and provider.</li> <li>• Professional bodies.</li> <li>• Other miscellaneous stakeholders and supplier</li> <li>• Industry stakeholders.</li> </ul>

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### Qualifications | Ngā Tohu Mātauranga

<b>Essential</b>	<ul style="list-style-type: none"> <li>• A valid Class 1, Driver License is essential,</li> <li>• Relevant qualifications / training</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>• Trade Qualification</li> <li>• H&amp;S training &amp; risk management process awareness</li> <li>• Experience managing staff, contractors and supplier relationships</li> </ul>

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### Experience | Ngā Pukenga

<b>Essential</b>	<ul style="list-style-type: none"> <li>• A minimum of 3 years' experience in facilities, or a related trade industry. Strong and up-to-date knowledge of relevant industry practices. High standard of customer service.</li> <li>• Proven ability to lead, manage, motivate and communicate with others effectively.</li> <li>• Proven ability in good time management, planning, process management and managing and measuring deliverables. Proven ability to drive and maintain operational improvements and efficiencies.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Health, Safety and Environmental Management - working knowledge of Health and Safety at Work Act. Demonstrated high level of commitment to quality and HSE.</li> <li>• Computer literate</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>• Facilities Management experience.</li> <li>• People leadership experience</li> <li>• Excellent written and verbal communication skills.</li> <li>• Experienced with pricing and quoting</li> <li>• Building Warrant of Fitness experience</li> <li>• Operations management experience.</li> </ul>

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**Agreement | Whakaaetanga**

I have read and understood this position description and, by signing below, accept and agree to deliver these responsibilities.

**Signed by Kaimahi (Employee):**

**Date:**

**Signed on behalf of the Employer:**

**Date:**

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**Disclaimer | Te Whakakape**

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the organisation. It is acknowledged that to remain current, regular amendments will be required. This is to be coordinated in association with the relevant Leader and the Head of People.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Leader to provide clear goals and objectives, against which individual performance will be managed.